

2006 Annual E-Government Report



**Homeland
Security**

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Department of Homeland Security

Department of Homeland Security Implementation of the E-Government Act of 2002

The Department of Homeland Security (DHS) has implemented a series of management principles and new initiatives consistent with the E-Government Act of 2002. As part of this effort and in alignment with the President's Management Agenda, DHS has:

- Developed and successfully implemented an Enterprise Architecture (EA) to guide investment decisions and systems development activities for the Department. The use of the EA helps minimize unnecessary duplication of systems and also promotes appropriate intra- and inter-agency information sharing.
- Completed security certification and accreditation for 95 percent of the Department's systems at the end of FY 2006, up from 35 percent at the beginning of the fiscal year.
- Complied with the FY 08 budget process requirement for identifying Federal Information Security Management Act (FISMA) systems that pertain to each major IT investment. Requiring that each FISMA system be mapped to an investment has resulted in a 33 percent increase in the number of non-major IT investments identified in the FY 08 DHS IT portfolio over FY 07.
- Applied earned value management (EVM) techniques to measure the status and performance of e-government investments; implemented cost/schedule/performance tracking of major DHS investments on a quarterly basis and drafted EVM guidance and training courses for DHS program management personnel. The percentage of major IT projects that are within 10 percent of cost/schedule/performance objectives was 78 percent during FY 06.
- Used capital planning and investments control methods to integrate program planning, budgeting, procurement and information technology activities to achieve mission needs. Of the 105 major DHS investments submitted to OMB for the FY 08 budget, 93 percent achieved a score of green.

DHS is working with internal and external stakeholders to apply these management principles to investments throughout the Department and to each of the 24 e-government initiatives (as appropriate).

During Fiscal Year 2006, the DHS made significant advances in applying eGov principals and resources to the further development and application of geospatial technologies to enhance the homeland security mission. The following two examples illustrate these activities:

- SmartBuy

During Fiscal Year 2006, DHS performed an assessment of Departmental spending on geospatial software. As a result of this analysis, it was determined that over 95% of Department components were employing products from the Environmental Systems Research Institute (ESRI). Working with the General Services Administration, DHS consolidated the multiple component procurements for ESRI software into a single SmartBuy acquisition and established ESRI products as the “Target Architecture” for the DHS enterprise. As a result of these activities, DHS expects to reduce to the cost of geospatial software to the DHS enterprise by over \$30M during the next five years. In addition, the Department will benefit from the reduced procurement, funding, and technical architecture complexity resulting from this SmartBuy implementation.

- Geospatial One Stop

During fiscal Year 2006, DHS reviewed its policies and programs for the acquisition of geospatial data. Through this analysis a critical need was identified to acquire or update imagery for key urban areas and hurricane vulnerable counties along the Atlantic and Gulf coasts counties of the United States. Working with the US Geological Survey and the National Geospatial Intelligence Agency, and leveraging state and local government imagery acquisition plans, DHS was able to acquire required data, valued at over \$75M, at a cost to the Department of less than \$4.5 M.

Having acquired these data, DHS worked with the US Geological Survey to assure this information would be available to other members of the homeland security community and the general public. To accomplish this goal, the Geospatial One Stop (GOS) eGOV initiative was leveraged. As a result of this activity, any member of the homeland security community or the general public, can access the updated imagery data for hurricane prone areas of the Atlantic and Gulf coasts by simply going to www.geodata.gov. In addition to making these data available to other users, the inclusion of this imagery on GOS helps DHS avoid costs for data dissemination by other means and supports in the establishment of a common operational data set that can be used to coordinate disaster response at all levels of government without information sharing restrictions or impediments.

DHS Process for Content Management on Website

Section 207(f)(2) of the E-Government Act of 2002 requires DHS (and other federal agencies) to describe the process for determining which information will be made available on its public website and the Internet.

The Department of Homeland Security has undertaken a review of the content and organization of its website, www.dhs.gov, and has gathered user (and potential user) feedback to ensure that the format and information best suits its target audience. In October 2006, DHS re-launched its web site to improve the usability and accessibility of information and services available to the public.

Moving forward, DHS will employ the American Customer Service Index (ASCI) to gather feedback on its website and measure the success of changes such as the recent re-launch. Many federal agencies and private companies use the ACSI to assess customer satisfaction with their e-government and e-commerce sites. The Department will further use ASCI to ask customized questions and solicit recommendations from the public for improvements to the website.

As part of the Department's information dissemination program, it has published the inventory, priorities, and schedules of DHS information dissemination products at: [DHS | Department of Homeland Security | Homeland Security Web Content Inventory and Publication Schedule](#).

In order to enhance search functionalities on its website, DHS implemented the Google search appliance in February 2006. Using tools available with this appliance, DHS is able to "register" keywords and search terms for frequently requested pieces of information and federal forms, like the I-9 used by the U.S. Citizen and Immigration Services and other federal agencies. This allows public users to search on a term they know (i.e., the I-9) and find it easily without knowing that it is a USCIS form.

Coordination of Information Dissemination with Freedom of Information Act Operations

In order to improve access to and dissemination of agency records to the public, and in compliance with Executive Order 13392, DHS conducted a Freedom of Information Act (FOIA) program assessment which examined all of the DHS components' disclosure programs. Preliminary results can be found at http://www.dhs.gov/xfoia/editorial_0424.shtm in a FOIA operations review and improvement plan. The Department further is in the process of updating its Information Resources Management Strategic Plan, which should also be posted on the DHS web site in early 2007.

Through the FOIA assessment, DHS determined that all components would benefit from technological improvements to increase processing efficiency, additional education and training to ensure consistent FOIA processing, and

enhancements to public websites to increase customer awareness and knowledge of DHS and FOIA. The assessment uncovered a need for more detailed analysis of each component's disclosure program. DHS is drafting a more aggressive FOIA improvement plan and plans to publish the final improvement plan on its FOIA website (www.dhs.gov/foia) by early 2007.

Pending the completion of the final report, the Department is exploring various means to improve customer service that are "citizen-centered and results oriented" as directed in E.O. 13392, including ways to promote proactive and affirmative document posting, electronic tracking systems that allow for quick and easy access to request status, electronic FOIA submission capabilities, and others. Towards this goal, DHS frequently updates its FOIA electronic reading room and general FOIA website for the public.

Consistent with Section 207 (e) of the E-Government Act, "Public Access to Electronic Information", in addition with the Federal Records Act (44 U.S.C.), and OMB Circular A-130, DHS is developing an approach to meet this requirement, and has taken the first steps in the formation of National Archive and Records Administration (NARA) compliant records schedules. DHS is planning a NARA compliant e-records system, to manage the logging, tracking, and disposal of Federal Records. This solution will be based on commercially available software that has met DoD tests for compliance with DoD Standard 5015.2. To meet this objective DHS is planning on establishing a small e-records pilot within the Fiscal Year, after which, the system will go through a methodical and systematic evaluation as to its ability to manage the electronically formatted records of the agency. The e-Records guidance created by the NARA has been heavily referenced in the planning of the e-records pilot strategy.

DHS is currently inventorying and analyzing Federal records created and maintained by the agency in the course of performing its mission. As the inventory is completed the agency has submitted recommended records disposition schedules for the non-GRS records to the National Archive and Records Administration for their review and approval. The approved disposition schedules will be incorporated into the planned e-records solution which will be used to manage the disposal of electronic records. Records disposition schedules for those DHS components that have pre-existing schedules will be incorporated in e-records as the implementation progresses.